

“This is only a **preview** of the exam questions. To take the actual exam, please refer back to the bulletin and click on the ‘**Click here to go to the Internet Exam**’ link at the bottom of the bulletin.”

## **Program Representative I & II**

### **Department of Consumer Affairs**

### **Training and Experience Evaluation**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Department of Consumer Affairs Program Representative I & II examination consists of a Training and Experience evaluation used to evaluate your education, training, and experience.

This training and experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

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## **Section 1: Program Representative I & II Tasks**

### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	<b>Years of experience</b> I have performed this task for: <ul style="list-style-type: none"><li>▪ More than 5 years</li><li>▪ More than 3 years and up to 5 years</li><li>▪ More than 1 year and up to 3 years</li><li>▪ More than 6 months and up to 1 year</li><li>▪ 0 to 6 months</li></ul>
1.	Working as a member of a team to provide effective public service and meet service expectations.
2.	Communicating with individuals to resolve complaints and/or disputes.
3.	Participating in job-related training to maintain the necessary skills to perform job duties.
4.	Researching technical specifications, testing procedures contained in various manufacturer technical manuals, test data, and computer databases to determine proper repair procedures.
5.	Discussing and reviewing automotive concerns with consumer and/or service advisors to gain an understanding of requested repairs.
6.	Inspecting vehicles to confirm repairs were diagnosed and performed correctly to address the consumer vehicle concerns.
7.	Resolving complaints when disputes arise between repair facilities and customers.
8.	Answering consumer questions regarding repair processes.

## **Section 2: Program Representative I & II Knowledge and Abilities**

### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	<b>Years of experience</b> I have applied this knowledge or ability for: <ul style="list-style-type: none"><li>▪ More than 5 years</li><li>▪ More than 3 years and up to 5 years</li><li>▪ More than 1 year and up to 3 years</li><li>▪ More than 6 months and up to 1 year</li><li>▪ 0 to 6 months</li></ul>
9.	Knowledge of industry standards for the diagnosis and repair of automobiles.
10.	Knowledge of tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles or automotive emission control systems.
11.	Ability to communicate effectively in an oral format.
12.	Ability to communicate effectively in a written format.
13.	Ability to verify if automotive repairs were performed.
14.	Ability to verify if automotive repairs adhere to accepted trade standards.
15.	Ability to reason logically while presenting an argument based on facts.
16.	Ability to work independently without supervision.
17.	Ability to verify correct diagnoses were made regarding automotive repairs.
18.	Ability to listen to others in a professional way in order to gather information.
19.	Ability to understand and apply current automobile manufacturer information and specifications.
20.	Ability to apply sound judgment to complex and/or difficult situations.
21.	Ability to determine the cause of automobile component failure or excessive wear.
22.	Ability to remain calm when working under pressure.
23.	Knowledge of the operation and diagnosis of vehicle computerized management systems or use of diagnostic tools used in automotive repairs.
24.	Ability to be flexible, open-minded, and tactful when working with the public.
25.	Ability to manage time effectively, multi-task, and prioritize assignments in order to meet deadlines.
26.	Ability to determine the necessity for replacing as opposed to repairing automobile components.

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<b>27.</b>	Knowledge of vehicle construction and repair (e.g., identification of automotive parts, collision repair techniques, frame repairs, and painting and refinishing applications).
<b>28.</b>	Knowledge of industry acronyms, abbreviations, pictographs, electrical symbols, wiring diagrams, weights, and measures.
<b>29.</b>	Ability to use industry standard shop equipment (e.g., air conditioning charging and recycling machines, wheel alignment machine, battery charger electrical testing equipment, autobody measuring equipment, and smog test equipment).
<b>30.</b>	Ability to overhaul and rebuild various automotive components.
<b>31.</b>	Ability to perform basic arithmetic (e.g., addition, subtraction, multiplication, division, fractions, ratios/percentages) to analyze and interpret numerical data, and/or measure and analyze vehicle parts and components.

### **Section 3: Program Representative II Tasks**

#### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

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32.	Preparing reports to document investigations and findings.
33.	Processing and properly storing evidence to document facts in investigations and to ensure proper chain of custody procedures are followed.
34.	Mentoring new staff to ensure their proper and continued professional development.
35.	Interviewing and taking statements from witnesses, repair facility owners and employees, undercover operators, and others to document facts for investigations.
36.	Reviewing reports submitted by lower level staff to ensure completeness and accuracy.
37.	Inspecting vehicles, vehicle parts, or components to determine and document the work performed/not performed.
38.	Assisting in planning investigations to ensure all necessary steps are taken and all necessary information is obtained.
39.	Assisting in determining appropriate courses of action based on investigation results.
40.	Conducting investigations and cooperating with law enforcement personnel in developing cases in instances of suspected fraudulent activities.
41.	Preparing and conducting conferences to provide information or assess compliance.
42.	Testifying in court and at administrative hearings to provide technical expertise and information regarding investigations.

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43.	Conducting research regarding applicable laws and regulations using various printed or online sources in order to plan and/or conduct investigations.
44.	Determining possible measures to mitigate complaints in order to facilitate complaint resolution.

#### **Section 4: Program Representative II Knowledge and Abilities**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

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45.	Ability to maintain the confidentiality of information encountered in the course of work.
46.	Knowledge of the requirements and procedures for preparing declarations to document facts for evidence in investigations.
47.	Knowledge of the provisions of the Automotive Repair Act to investigate violations and consumer complaints pertaining to automotive repair dealers and Licensed Stations for compliance with applicable laws and regulations.
48.	Ability to proof-read and edit written documents to accuracy and clarity.
49.	Ability to interact professionally and effectively with frustrated, angry, or emotional individuals encountered in the course of completing work assignments.
50.	Ability to identify inconsistencies in information that will require further investigation or verification.
51.	Ability to work in a lead capacity to ensure the completion of assignments and achieve goals.
52.	Knowledge of the structure and content of the English language to ensure accurate composition and grammar in verbal and written communication.
53.	Ability to use a computer to enter and retrieve information and compose reports and correspondence.
54.	Ability to read and understand complex information and ideas presented in writing (e.g. policies, procedures, regulations, technical information).

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55.	Knowledge of common automotive repair business practices needed to conduct investigations.
56.	Ability to verbally summarize investigations or other projects in a cohesive, descriptive, and understandable manner.
57.	Ability to interpret and explain policies, procedures, rules, and regulations to a variety of individuals to ensure information is relayed accurately and clearly.
58.	Knowledge of laws and regulations applicable to the work of the Bureau of Automotive Repair including the Business and Professions Code, Civil Code, Health and Safety Code, and the California Code of Regulations.
59.	Ability to use a camera to photograph automobiles, automobile systems, parts, and components to provide evidence for investigations.
60.	Ability to work in an environment that requires strict adherence to instructions, standards, and procedures.
61.	Ability to work collaboratively with a group or team in an effort to achieve a common goal.